



r/ProtonMail

Search Reddit

LOG IN

SIGN UP

r/ProtonMail



Posts

Posted by u/reddit_user_75698 4 hours ago

Protonmail outright banning paid users from sending emails with no warning

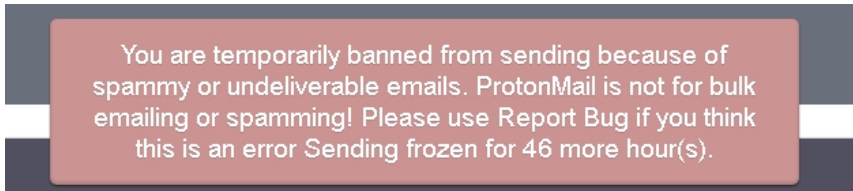
<https://i.imgur.com/ZGu7Sks.jpg>

NOTE: Not only was I banned from sending for NO reason, now others who send email to me get " Recipient address rejected: this address does not exist (inreply to RCPT TO command) "

This is absolutely UNEXCEPTABLE.

Protonmail cannot be trusted to do the right thing or to make the right judgment call. It is one thing if they give out data before official court order comes in for kidnapping cases or terrorisms cases, but another thing altogether for them to have absolutely no vetting so that in essence any upset user on the Internet can just make a false allegation and protonmail will automatically without further ado nor question immediately ban the paid user who was victim of the false allegation... Protonmail is a joke. Ripe for abuse and one sided and when push comes to shove it doesn't actually stand by its customer and will assume guilty until proven innocent. All trigger happy to immediately disable access without question. And absolutely no system in place to prevent exactly the kind of abuse that happened here. I learned my lesson, but at least now I'm no longer disillusioned and living in a fantasy land believing the proton hype about privacy, rights, due process, etc etc etc

See below....



I have purchased premium account, account in good standing, recently had sent emails in bulk as mailing list to group of folks, it was not spam, not advertisement, not marketing, and strictly topic related etc... and well under the limit per hour and the limit listed per day, but now I cannot send a single email out to anyone even if only trying to send a test email to just one email/recipient at a time because protonmail has completely banned me from sending all emails for at least 46 hours.

Where was this in the terms of service or agreement? Why is there not a warning prior to this draconian action happening? Is this how you treat your paid premium users? What is the point of having a publicly listed quota/sending limit per hour if you are going to just arbitrarily enforce total banning even for cases not exceeding the send limit anyway?

COMMUNITY DETAILS

r/ProtonMail

12.2k Subscribers | 86 Online

Official subreddit for ProtonMail, an end-to-end encrypted Gmail alternative based in Switzerland.

SUBSCRIBE

CREATE POST

And more importantly, if you are going to totally ban paid users from sending emails with their paid account, perhaps due to something triggering an automated limit or quota or something, why was there not a forewarning message that a limit was approaching before enacting the total ban? Why was there not even a reasonable attempt to forewarn the affected end user prior to taking such one-sided and unfair practice of hard banning? Reading your website my understanding was that even if the user somehow exceeded the send limit per hour that it will refresh the next hour and if exceeded the send limit per day that it would refresh the next day, but no where was it warned that a paid user would be completely banned from sending any emails for 46 or more hours simply for crossing a secret limit that was never even communicated to him in the first place.

Between your DDoS outages, and now this draconian action with no reason, Protonmail is now ineffective and not accessible, so probably this is a sign that I should be switching to a more honest, open and reliable provider. ***Heck, in an emergency even GMAIL is better than this. If I only had Protonmail as my sole email provider, the only thing seperating me from not being able to send email in an emergency is Protonmail's flawed automated screening falsely flagging something which was under the hourly/daily sent limit of paid users and mistakenly categorizing it as spam/marketing/etc, THIS IS NOT ACCEPTABLE. ***

Edit: commenters accusing me of sending junk or spam mail, this is the content of what I sent, which is obvious not spam, marketing or junk mail :

I recently rented the Amazon AWS 8xV100 GPU (p3.16xlarge instance) and using the GUI of Lizzie (<https://github.com/featurecat/lizzie>) in conjunction with a recompiled version of the Leela Zero (<https://github.com/gcp/leela-zero/issues/1599>) I managed to win against a top pro (top 30 worldwide) while giving him NINE handicap stones!

https://www.reddit.com/r/cbaduk/comments/8wo1ni/new_approach_success_modification_of_lz_became/

We need a Haylee vs Leela Zero REMATCH series! The last time didn't count. They never used the 8xV100 big hardware nor did they have the recent highhandi breakthrough! If Haylee were to agree with Baduk1 to scedule a new series, no doubt she has zero chance of winning even on 9H. (<https://www.youtube.com/watch?v=1buJ9y7dwU8>)

And Nick Sibicky has finally caved and started doing Leela Zero videos on his Seattle Go Center Youtube channels. Please Nick, since you are 4D, do a review where you rent AWS 4XV100 and using the high-handicap version of Leela Zero, play against it as black with 9 handicap stones and get destroyed! (<https://www.youtube.com/watch?v=cIA1r9JSd7U>)

We wanna see the power of AI against humans!

Come on folks, make it happen!

*Why does Protonmail have a public site that details the send limit per hour/day of free vs paid users? if any paid user hits the hourly limit the reasonable course of action is to prevent further sending for that hour, not to ban total sending for 46 hours or more which is not only unreasonable but goes against the policy and what was laid out in writing in the first place! There is no excuse!

*I was sending email to people I have sent to before, and it was under the Protonmail's hardcoded "25 max reciepiant address" send limit, I only sent this on one occasion, which was yesterday night, and today I got banned from sending anything at all. We are not even talking about hundreds of emails much less 1000's of emails like you portrayed.

So basically if you use the cc/bcc and send to more than just a few folks (say a dozen in one email) it is reasonable to wake up the next morning to find you got hard banned?!?! And under the normal course of sending emails to more than one reciepiant at the same time, email that is otherwise not spam, marketing etc, its Protonmail's stance that sending relevant email to more than just a small handful of people at once now somehow consistutes marketing or mailing lists and puts the paid user on the list to be banned or account immedately suspended? WTF is this?

So you send your large family and relatives a cooking recipe, it gets improperly categorized by protonmail as a "mailing lists", you get hard banned and your account gets suspended? Why even have a cc or bcc field if this is the case? **This is WAY worse than GMAIL. And I have to pay for this ???**

=====

NOTE: Not only was I banned from sending for NO reason, now others who send email to me get " Recipient address rejected: this address does not exist (inreply to RCPT TO command) "

This is absolutely UNEXCEPTABLE. ->

{Final update with regards to the " Recipient address rejected: this address does not exist (inreply to RCPT TO command) " issues :

I figured out what was wrong. After the banning debacle I wanted to disable autorenew. Seeing as how Protonmail no longer makes that an option, the only thing I could do in that regard is to remove the credit card billing info that I had on file but alas it wouldn't even let me do that unless I first "downgraded" back to free. Once I completed the mandatory downgrading, Protonmail automatically disabled my main email address (alias that was associated by default with my account) without notification and then I realized that in order to get it back I would have to spent more money to "upgrade" again. IE, there is no way to turn off autorenew. you must downgrade. But when downgrading it doesn't let you keep using the prorated portions that you already paid for nor does it refund or reverse the portion of charges that you hadn't used up. Even though I had used only a few days out of this billing month cycle that I had paid upfront for, if I wanted access to my main email address back I would have to be forced to pay upfront for an entire new month, which makes no logical sense to me whatsoever. }

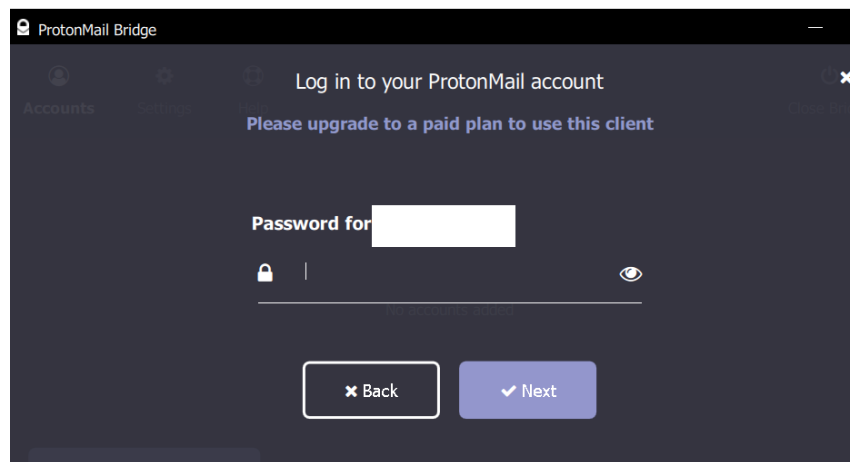
TO make matters worse I cannot even do a simple backup to migrate off because when I try to use Bridge I get this about needing to paid plan to use the client even though I had already prepaid through the entire month. So so far

1. **no way to disable autorenew**
2. **no way to remove credit card** info (except via downgrading)
3. **don't retain access to premium features that were already paid upfront if downgrading**, meaning the moment you downgrade you automatically lose all premium access even though you paid upfront
4. **cannot backup or migrate your emails to switch to a new provider even though they already charged you for premium upfront** for the whole month
5. **cannot even manually forward emails to another email account one by one due to the above aforementioned unreasonable banning of sending any messages...**

I'm pretty sure this is a GDPR violation in the making to not be able to disable autorenew, not be able to remove credit card, not retain access to portions already paid for upfront, not be able to migrate data out, etc etc etc if I was in the EU I would take action against Protonmail.

Immeidately filed full chargeback with my bank out of principle...

Hello Gmail here I come.

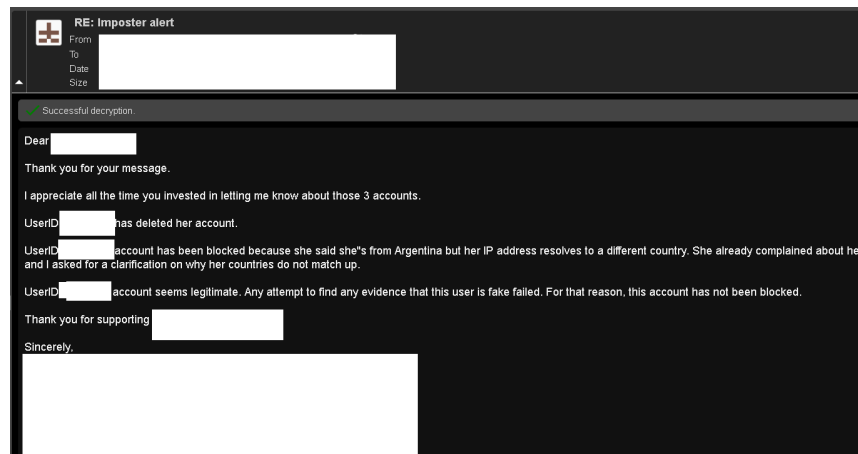


Final update, I figured out what really happened:

Guys I figured out what happened, few days ago I caught wind of an elaborate faker online at a penpalsite, I contacted the site owner and got her removed. But since she already had my protonmail address she decided to get vindictive and seek revenge by emailing protonmail making false allegations against me that I was somehow annoying her. She contacted protonmail directly, it wasn't through a court order, wasn't even law enforcement involvement. There was nothing that I sent "her" that was inappropriate and this simply was nothing but a case of the other party getting pissed off that I reported to the penpalsite they violated terms of that sites service and ended up getting an account of theirs removed. So they contacted Protonmail to try to get my

protonmail email banned, and protonmail banned me from sending emails that caused me great and unnecessary inconvenience.

Protonmail cannot be trusted to do the right thing or to make the right judgment call. It is one thing if they give out data before official court order comes in for kidnapping cases or terrorisms cases, but another thing altogether for them to have absolutely no vetting so that in essence any upset user on the Internet can just make a false allegation and protonmail will automatically without further ado nor question immediately ban the paid user who was victim of the false allegation... Protonmail is a joke. Ripe for abuse and one sided and when push comes to shove it doesn't actually stand by its customer and will assume guilty until proven innocent. All trigger happy to immediately disable access without question. And absolutely no system in place to prevent exactly the kind of abuse that happened here. I learned my lesson, but at least now I'm no longer disillusioned and living in a fantasy land believing the proton hype about privacy, rights, due process, etc etc etc



6 Comments Share ...

25% Upvoted

What are your thoughts? Log in or Sign up [LOG IN](#)

[SIGN UP](#)

SORT BY BEST

sydney_user 9 points · 3 hours ago

Here you go mate:

You further agree to not use ProtonMail to send Spam, junk mail, bulk emails or mailing list emails that contain persons that have not specifically agreed to be included on that list. Any account found to be sending the aforementioned type of emails will be immediately suspended.

<https://protonmail.com/terms-and-conditions>

Share Save

Rafficer Windows | Linux | Android 0 points · 3 hours ago

Responding to your edit:

I doubt that what you send makes a difference. It's probably just how much you send in what time span.

Share Save

reddit_user_75698 0 points · 3 hours ago

Then why does Protonmail have a public site that details the send limit per hour/day of free vs paid users? if any paid user hits the hourly limit the reasonable course of action is to prevent further sending for that hour, not to ban total sending for 46 hours or more which is not only unreasonable but goes against the policy and what was laid out in writing in the first place! There is no excuse!

Share Save

Rafficer Windows | Linux | Android 0 points · 3 hours ago

Maybe they hash every email you send and check if you send 1000 different Emails per day or 1000 same emails, which would then be bulk sending. ProtonMail maybe needs to explain how it works, but in either way, you said yourself it was bulk sending and that's against your ToS.

Share Save

reddit_user_75698 1 point · 3 hours ago · edited 3 hours ago

I was sending email to people I have sent to before, and it was under the Protonmail's hardcoded "25 max reciepent address" send limit, I only sent this on one occasion, which was yesterday night, and today I got banned from sending anything at all. We are not even talking about hundreds of emails much less 1000's of emails like you portrayed.

So basically if you use the cc/bcc and send to more than just a few folks (say a dozen in one email) it is reasonable to wake up the next morning to find you got hard banned?!?! And under the normal course of sending emails to more than one reciepent at the same time, email that is otherwise not spam, marketing etc, its Protonmail's stance that sending relevant email to more than just a small handful of people at once now somehow consistutes marketing or mailing lists and puts the paid user on the list to be banned or account immedately suspended? WTF is this?

So you send your large family and relatives a cooking recipe, it gets improperly categorized by protonmail as a "mailing lists", you get hard banned and your account gets suspended? Why even have a cc or bcc field if this is the case?

This is WAY worse than GMAIL. And I have to pay for this ???

Share Save

ATA21 1 point · 39 minutes ago

And I have to pay for this ???

You know it, but you also pay for Gmail. Although in a different 'currency'

Share Save

Cookies help us deliver our Services. By using our Services or clicking of cookies. [Learn More.](#)